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# CITIZEN SELF SERVICE (CSS) PORTAL

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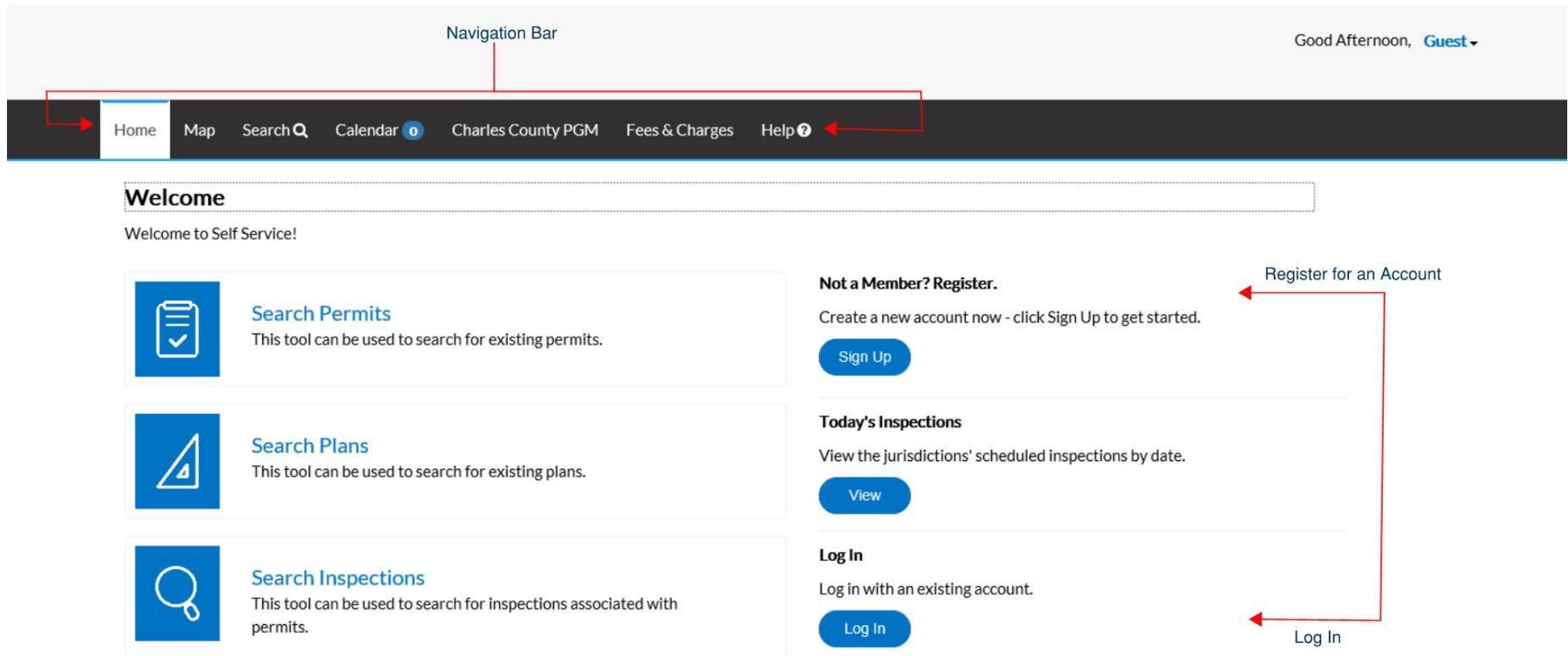
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## Basics

## Front Screen Before Logging In



# Register

1. On the front screen, click on the [Sign-Up](#) button located on the main body of the web page or you can also click on [Register](#) located in the Guest drop down menu.



2. Type in your email address and then click [Next](#). A message should load on the screen, directing you to check your email and click [Confirm](#). Clicking confirm will load a registration page. Fill out all the requested/required information and click [Submit](#). CSS will then prompt you to log in.

## Front Screen After Logging In

The screenshot displays the front screen after logging in. A navigation bar at the top contains the following items: Dashboard (highlighted), Apply, View, Map, Search, Calendar, Charles County PGM, Fees & Charges, and Help. A red arrow points from the label "Navigation Bar" to the navigation bar. Below the navigation bar, the dashboard screen is divided into four main sections: My Permits, My Plans, My Inspections, and My Invoices. A red arrow points from the label "Dashboard Screen" to the dashboard screen. Each section contains a grid of cards with status labels and counts, and a link to view more details.

**My Permits**

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Permits](#)

**My Plans**

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Plans](#)

**My Inspections**

Requested	Scheduled	Closed
0	0	0

[View My Inspections](#)

**My Invoices**

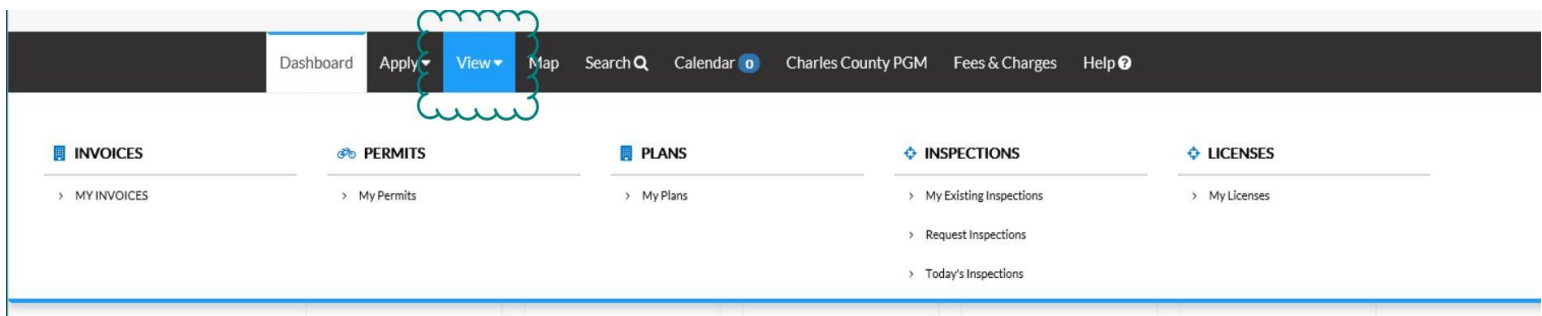
Current	0	\$0.00	<a href="#">Add To Cart</a>
Past Due	0	\$0.00	<a href="#">Add To Cart</a>
Total	0	\$0.00	<a href="#">Add To Cart</a>

[View My Invoices](#)

## Dashboard

The “home” page of the CSS after log in is what is known as the Dashboard. The dashboard contains sections for Permits, Plans, Inspections and Invoices. The Dashboard tab will always be located in the top navigation bar for easy access.

An expanded/comprehensive list of all of your dashboard items (all of your plans, permits, inspections, and invoices) can also be accessed at any time through the view drop down menu on the navigation bar.



### *My Permits and My Plans*

Both sections contain circles for Attention, Pending, Active, Draft and Recent. The most important circle to pay attention to, is the one labeled attention, as this section contains a list of permits or plans that require action. For example, if these require a resubmittal of plans or have outstanding invoices.

To view all your permits or plans, click on [View My Permits](#) or [View My Plans](#).

### *My Inspections*

The My Inspections section contains circles for Requested, Scheduled, and Closed Inspections.

#### PLEASE NOTE:

REQUESTING AN INSPECTION **DOES NOT** SCHEDULE IT.  
INSPECTIONS THAT HAVE BEEN REQUESTED WILL BE  
SCHEDULED BY STAFF AS SOON AS POSSIBLE. FOR PERMITS  
AND PLANS SUBMITTED BEFORE OCTOBER 16, 2018,  
INSPECTION REQUEST CANNOT BE SUBMITTED THROUGH  
THE CSS AND MUST BE CALLED IN.

Requested: This area will show you a number of all of the inspections you have requested and will list the two (2) to (3) most recently requested inspections. Only inspections still in a requested status will be listed here.

Scheduled: Once staff has scheduled your inspection, it will move from the requested area and be listed in the scheduled section. Only inspections currently scheduled will be listed here.

Closed: All inspections that have been requested, scheduled and then closed will be included in the number listed in the closed circle. The most recently closed inspections will be listed below.

To view all your inspections, click on [View My Inspections](#).

## My Invoices

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### My Invoices

Current 0	\$0.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	<a href="#">Add To Cart</a>
Total 0	\$0.00	<a href="#">Add To Cart</a>

▶ [View My Invoices](#)

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This section is a snippet of fees due that have been invoiced. It provides you the option to add only the currently due invoices to your cart, only your past due invoices to your cart, or all invoices due. To view all of your invoices, click on [View My Invoices](#).

## Applying for a Permit or Plan

For this section, the word permit is interchangeable with the word plan. For convenience, permit will be used.

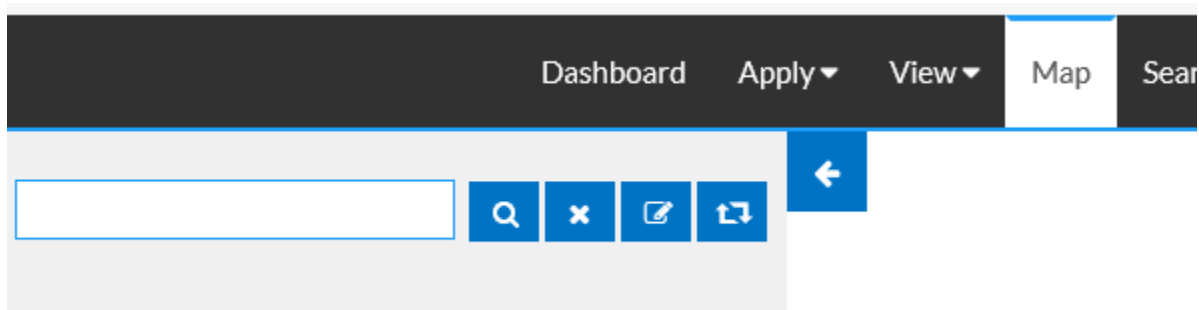
There are two ways to apply for a permit; through either the apply section or the map section on the navigation bar.

### Applying Through the Map

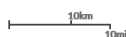
Click on **Map**, located on the main navigation bar.

*If you know the address or parcel number of the property you wish to apply for a permit for, skip this section and go to paragraph #2 of "Applying Through the Apply Dropdown" of this document.*


If you know the address or parcel number of a piece of property in the general location of the parcel(s) applying for a permit, you can enter it into the search bar, click the magnifying glass icon to search and then zoom in and out of the map to the right until you have found the correct parcel.




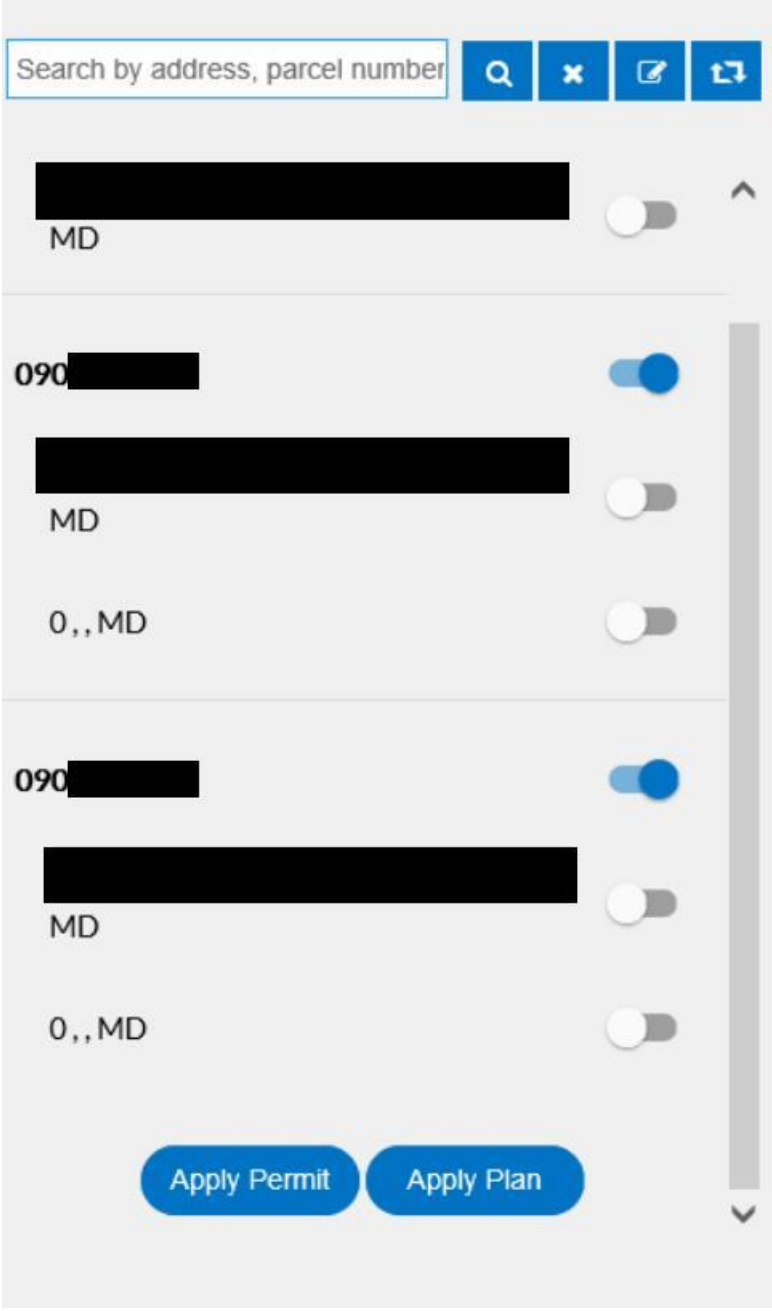
Otherwise, zoom into the map of Charles County to find your property.





Once you have found the correct parcel(s) you wish to use, click on the icon that has a picture of a square and a pencil on it.  This area provides you with the Draw to Apply dropdown menu. You can select parcels on the map either by point, line, polygon or circle. Make your selection and then click on the parcel(s) you wish to use.

The parcels selected will turn red  and their parcel information will pop up on the left-hand side of the map underneath the search bar.



The screenshot shows a web application interface. At the top is a search bar with the placeholder text "Search by address, parcel number" and a magnifying glass icon. To the right of the search bar are three icons: a close button (X), a pencil icon, and a refresh button. Below the search bar is a list of parcels. Each parcel entry consists of a redacted address, the state "MD", and a toggle switch. The first two entries have their toggle switches turned on (blue), while the others are turned off (grey). At the bottom of the list are two blue buttons: "Apply Permit" and "Apply Plan". A vertical scrollbar is visible on the right side of the list.

Parcel Information	Toggle
[Redacted Address] MD	Off
090 [Redacted Address] MD	On
[Redacted Address] MD	Off
0, , MD	Off
090 [Redacted Address] MD	On
[Redacted Address] MD	Off
0, , MD	Off

Parcel information redacted. Image for educational purposes only.

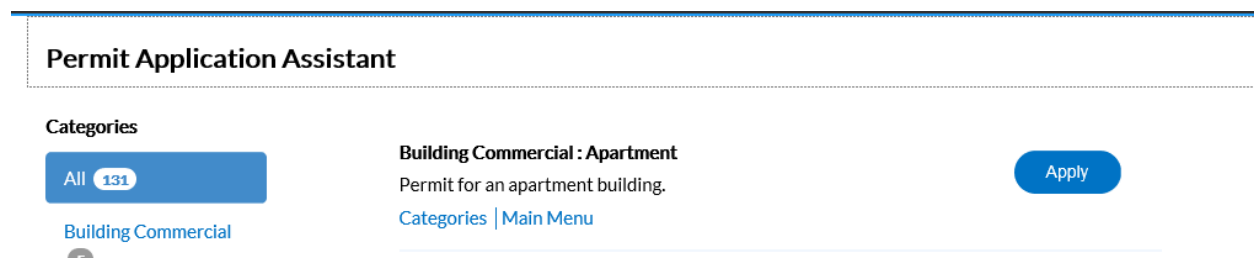
Click the toggle next to the Parcel ID numbers of the property, and then click on [Apply Permit](#) or [Apply Plan](#).

*To proceed, go to Paragraph #2 of the "Applying through the Apply Dropdown" section below.*

## Applying through the Apply Dropdown

The apply dropdown menu is located on the top navigation bar of the CSS and it contains three (3) sub menus: Permits, Plans and Professional License. Only the first five (5) of the available permit or plan types are shown. To view the rest of the options, click on [All](#) under the section you are applying for; Permits or Plans.

This brings you to the Permit/Plan Application Assistant. (When going through the map steps above, this is where clicking Apply Permit or Apply Plan will take you.)



The screenshot shows the 'Permit Application Assistant' interface. On the left, under the 'Categories' heading, there is a blue button labeled 'All 131' and a link 'Building Commercial' with a small icon below it. In the center, the selected category is 'Building Commercial : Apartment' with the description 'Permit for an apartment building.' and links for 'Categories' and 'Main Menu'. On the right, there is a blue 'Apply' button.

The assistant is broken into two parts: Categories and Sub Categories (not labeled). The Categories are what are known in EnerGov as the Permit Type. These are the umbrella categories of the permit you are applying for.

### *Permit Categories (Permit Types) Available*

The Categories or Permit Types available for Permits are: Building Commercial, Building Residential, Dmeolition, Development Services, Driveway Entrance Permit, Home Occupation & Cottage Industry, Miscellaneous Residential, Miscellaneous Commercial, Mobile Food Truck, Pool, Hot Tub, Spa, Public Event, Seasonal Temporary Use Permit, Sign Permit, Solar Panel Permit, Stormwater Management, Timber Harvest, Trade Permits, Tree Permit, Utility Permits, or Zoning Ordinance.

### *Plan Categories (Plan Types) Available*

The Categories or Plan Types available for Plans are: Forest Conservation, Non-Conforming Use, Plats, Preliminary APF, Preliminary Subdivision Plan, Site Development Plan, Special Exception, Variance and Water/Sewer Allocation.

### *Permit and Plan Categories (Types) NOT Available*

The following permit and plan types are not available for online application, but will be soon, are:

- Concept Subdivision Plans

- Appeals (Formerly Board of Appeals – Appeal Applications)

Clicking on the All category will show you all the sub categories available. Clicking on any one of the main categories listed on the left will only show you the sub categories related to the main category on the right. Example: If I click on the Demolition Permit category, the sub category options I will be shown are: Demolition: Commercial and Demolition: Residential.

Once you have selected your category and sub category, click the [Apply](#) button next to your selection.

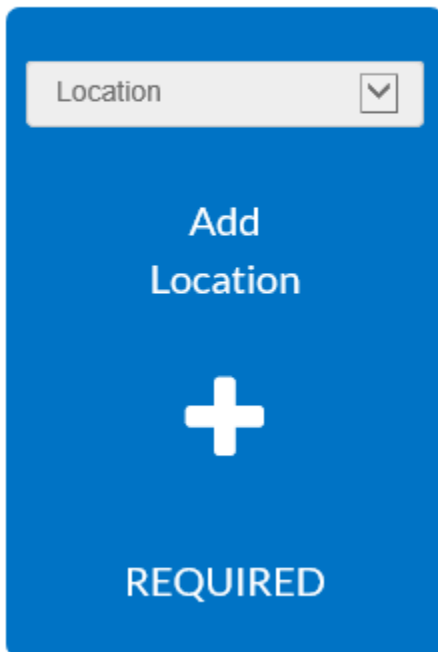
There are now seven (7) steps that must be completed for submittal.

- Step #1: Location
- Step #2: Type
- Step #3: Contacts
- Step #4: More Info
- Step #5: Files for Review
- Step #6: Supporting Docs
- Step #7: Summary

### *Step #1: Location*

If you haven't already selected the location using the map feature, this step is where a location (either by address or parcel id) is required to be entered. Click on the blue tile to add your location.

#### **LOCATIONS**



**MANUAL ENTRY OF ADDRESSES  
ARE NOT ALLOWED. THE  
PARCEL OR ADDRESS MUST  
EXIST WITHIN OUR GIS SYSTEM  
TO APPLY FOR A PERMIT OR  
PLAN ON THAT PROPERTY**

To add a location, choose to search by either address or parcel, input the information required and then click on the magnifying glass.

*Do not include the street designation in your address search (ie Hwy, Ct, Pl, St). Including this in your search will result in no records found.*

Click on [Add](#) to continue. If you have more than one (1) address or parcel to include, keep clicking on the blue tile until you have added all the properties associated with your application. When done, click [Next](#).

## *Step #2: Type*

At this step you can change the permit type you are applying for, provide a description, and depending on the application – the square footage and valuation.

*Anything with a red \* or is outlined in red is required.*

Provide the information requested and then click [Next](#).

## *Step #3: Contacts*

Depending on the application there may be one (1) or several contact types required. These contacts must be filled out to continue with the application. Click on each blue tile of the required contact type(s) to add the appropriate contact until no more required contact types are listed or until all contacts desired have been added. Every contact listed will have access to this application and able to see the status of this permit/plan.

As the account submitting the application through the CSS, the account holder will always be listed as the Applicant. To add another applicant, make sure applicant is chosen in the blue tile drop down box, then click the blue tile to add another person. THIS WILL NOT REMOVE THE ACCOUNT HOLDER AS THE APPLICANT. IT WILL ONLY ADD A SECOND APPLICANT AS A CONTACT.

## *Entering a Contact*

The first step to adding a contact to a permit or plan, is to search to see if they are already listed in our system as a contact. Always search first, before adding a contact to your permit or plan. If the search turns up no results, click on manually enter contact.

Search criteria available is: Name, Company or E-mail Address. If after searching, the contact is unavailable, the option to enter contact manually is available. Fill out the requested information and then submit to create contact.

## *Step #4: More Info*

This step replaces the paper application. Fill out all of the required information for your permit or plan type and then either save as draft or click next.

## *Step #5: Files for Review*

This step allows you to upload all of the files for review. These files are what you are submitting for staff to review electronically. Example: Construction drawings, plat, site plan, FC Narrative. Use the drop down to assign the file a review category, click on the blue tile and then upload the PDF. Repeat as necessary until all files have been uploaded. Then click [Next](#).

*No files can be uploaded after application submittal without Planning and Growth Management permission. If new items need to be uploaded after application*

*submittal, contact the permit/plan area associated and request file upload be allowed.*

### ***Step #6: Supporting Docs***

This step allows you to upload all the documents to support your application. These are typically required for submittal items, but not items for review. Some applications require certain documents to continue. Use the blue tiles to provide the requested items or other supporting documents you wish to upload and then click **Next**.

### ***Step #7: Summary***

This is the last step before clicking **Submit**. Here is a summary of all of the information and documents uploaded. This page will also contain a list of estimated fees. Estimated fees will only show if the fees are set up to fire and invoice based on permit or plan type automatically. If not fees are set up to automatically charge, no estimated fees will be shown.

### ***Submit***

Once you have clicked submit, your application will be provided a permit or plan number. The majority of our permits and plans have changed file prefixes. Also, depending upon the permit or plan applied for, this permit/plan may be in the attention section or in the pending section of your dashboard. If fees are automatically applied and invoiced for your application, the option to pay now can be seen on the submittal screen and until paid, the permit/plan will be held within the attention area of your dashboard. If this permit/plan type is not set up to automatically invoice, it will be held in the pending section of your dashboard until staff has reviewed your application and invoiced fees.

## **Permits and Plans before October 16, 2018**

### **View on CSS**

To view a permit or plan applied for prior to October 16, 2018, once you have created your CSS account, contact the permit or plan section to request you be added as a contact on that permit type.

Due to the number of requests likely to be received, please contact staff via email and we will connect you to your permit and plans as soon as possible.

### ***For Building Permits***

Email Amanda Mullendore – [MullendA@CharlesCountyMD.gov](mailto:MullendA@CharlesCountyMD.gov)

### ***For Development Services Permits***

Email Mary Cooper – [CooperM@CharlesCountyMD.gov](mailto:CooperM@CharlesCountyMD.gov)

### ***For Plans***

Email Sarah Sandy – [SandySar@CharlesCountyMD.gov](mailto:SandySar@CharlesCountyMD.gov)

## Revisions (New)

Revisions to previously approved permits and plans will now be a sub permit and sub plan type that receive their own permit/plan number. To apply to a revision to a previously approved permit/plan, search for the original permit or plan in your CSS. Open the permit/plan and then click on Sub-Permits. If the permit/plan has been enabled to be revised, the option to apply for the revision will be shown with an active blue apply button.

If the revision has not be enabled to be revised, but should be, please contact the respective area in charge of the specific permit or plan type for help.

**CURRENTLY ALL REVISIONS HAVE BEEN DISABLED DUE TO  
TECHNICAL DIFFICULTIES. PLEASE CHECK BACK ON THE  
ENERGOV WEB PAGE FOR NOTIFICATION WHEN THEY HAVE  
BEEN REACTIVATED.**

## Revisions (Previously Applied-Not Approved)

Revisions currently in will be assigned a new permit number starting with REV as soon as possible. If you currently have a revision in the office, please contact staff to create the new permit/plan number via email and it will be assigned as soon as possible.

## Revisions (Previously Applied-Approved)

Revisions that have been previously applied for and approved will not be assigned a new permit/plan number starting with REV and will still be a part of the original permit/plan number.